Adobe Forms Server

Product Summary

Adobe Forms Server

Adobe forms are a familiar paradigm in the physical world and provide flexibility in the electronic world. This product allows users to deliver forms in either the Adobe Portable Document Format (PDF) or HTML either of which can be run on any platform, from PCs to handheld devices using the free Adobe Reader or a web browser. Users can submit the forms back into an organization's core systems via Adobe Form Server to help increase the quality of data in core systems, improve customer service, and leverage existing IT investments.

This product provides form intelligence. XML may be used to pre-populate fields and to personalize the form in addition to extracting data from submitted forms for integration with core systems. Business users will find they can easily design their forms with a point-and-click designer and make their forms have the same look and feel of existing form.

Product Features or Description of Services

Adobe Forms Features
Design forms using a point-and-click designer
Mirrors existing forms used in the business
Validate data, perform calculation, and automatically check for errors to increase accuracy
Create dynamic fields that grow or shrink depending on the data entered
Provides for prompts to ensure users enter the right data
Compatible with digital signature technologies to encrypt data and form templates, validate signatures, and facilitate secure electronic transactions
Allows access to customers outside the firewall
Creates secure forms deployed as PDF or HTML documents
A user may take the form off-line, fill it out and then submit it online (partially filling out a form and then saving it requires Adobe Reader Extensions not included in base product).
Designers may assign levels of access to different users by designating who can open, forward, print, and modify a form (note: authorization will not be available in the first release)

Product Benefits

Adobe Forms Benefits
Easy to teach non-technical employees how to create simple forms
No need to change the look and feel of forms used currently in business processes
Improves the accuracy of data entered in forms and further improves accuracy by transferring data to core business data
Security features mean that forms created with Adobe forms are legally acceptable contracts
Saving forms to the local client means no time-outs while filling out long, complicated forms
Improves the user experience and thus adoption rates
Unites data and processes whether dealing with users within or without the company

Improves process visibility, control, and accountability which leads to improved customer service
Allows forms to meet Section 508 requirements providing accessibility to the disabled
Improves data consistency, accuracy, and completeness
Eliminates the reliance on paper

Additional Services available for this Product

Optional Services Not Included with Product
Form design services
Workflow design services
Adobe Reader Extensions
Adobe Policy Server
Adobe Security Server

Related ITS Products

Related ITS Products	
Product	**Description**
Adobe Forms Designer	This is a client-side tool used to design and test eForms.
Adobe Workflow Server and Designer	The Adobe Workflow Server allows the form to move through a business process defined by the user.
Documentum	This is a document records manager that integrates with Adobe Forms Server.

ITS Responsibilities

ITS Responsibilities
ITS provides the server resources and the software for Adobe Forms.
ITS is responsible to maintain the operation of the production, AT, and testing environments for the Forms Servers.

Customer Responsibilities

Customer Responsibilities
The user is responsible for the creation and use of its own forms, unless contracted to ITS, and any back-end integration with existing data.
Customer will report any service interruption to the ITS Customer Support Center as soon after it is detected as possible.

ITS Customer Support

ITS Customer Support
Time to Initial Response targets for submitted problems are two business hours for low and medium priorities, one clock hour for high priorities, and thirty clock minutes for urgent priorities.
Total Time to Resolution targets for problems are twelve business hours for low priorities, ten

business hours for medium priorities, six clock hours for high priorities, and two clock hours for urgent priorities.

Performance against Initial Response and Resolution targets is measured regularly.

Customer satisfaction is measured regularly.

Service outages are analyzed to determine root causes and to indicate future preventative measures.

Product Rate

Adobe Forms Rates		
Frequency of Billing	**Description**	**Rate ($)**
Monthly charges	**Per Form (not per instance)**	**$5.00**
One time charges	**Forms Subscription** **Adobe Forms Designer** **(Annual Maintenance = $75.00/user)**	**$2,500** **$400 / user**
Optional feature one time charges	**Consulting services (as needed)**	**75.00/hour**

Ordering the Product

To initiate the use of Adobe Forms, new customers may go to the its.utah.gov website, click on Products and Services, then Document Services, and go to the Adobe Forms product. There will be an option in the right column to click on an order form. This will initiate the request for service.

Existing customers launch new eForms by submitting a deployment request to ITS operations with all of the appropriate information. After Acceptance Testing is complete, the form is deployed to production. See the document, "Adobe Forms deployment to Production", for detailed instructions.

Product Agreement

ITS and the Customer agree that this Product Description together with an approved Product Order Form constitute a binding agreement between both parties for the Product and related services required by the Customer. This Agreement remains in effect according to the terms specified in the Product Order Form, or until canceled by either party upon a thirty (30) day written notice.

Product and/or Service Rates listed are in accordance with the approved ITS Rate Schedules. Therefore, the product description and order form replaces all other documentation, i.e., Contracts, Special Billing Agreements (SBA), Service Level Agreements (SLA), Memorandums of Understanding (MOU), etc.

To the extent that the terms set forth above conflict with an existing Contract, Special Billing Agreement (SBA), Service Level Agreements (SLA), Memorandums of Understanding (MOU), or other agreement between ITS and the customer, the parties acknowledge that the foregoing shall supercede the earlier agreement.